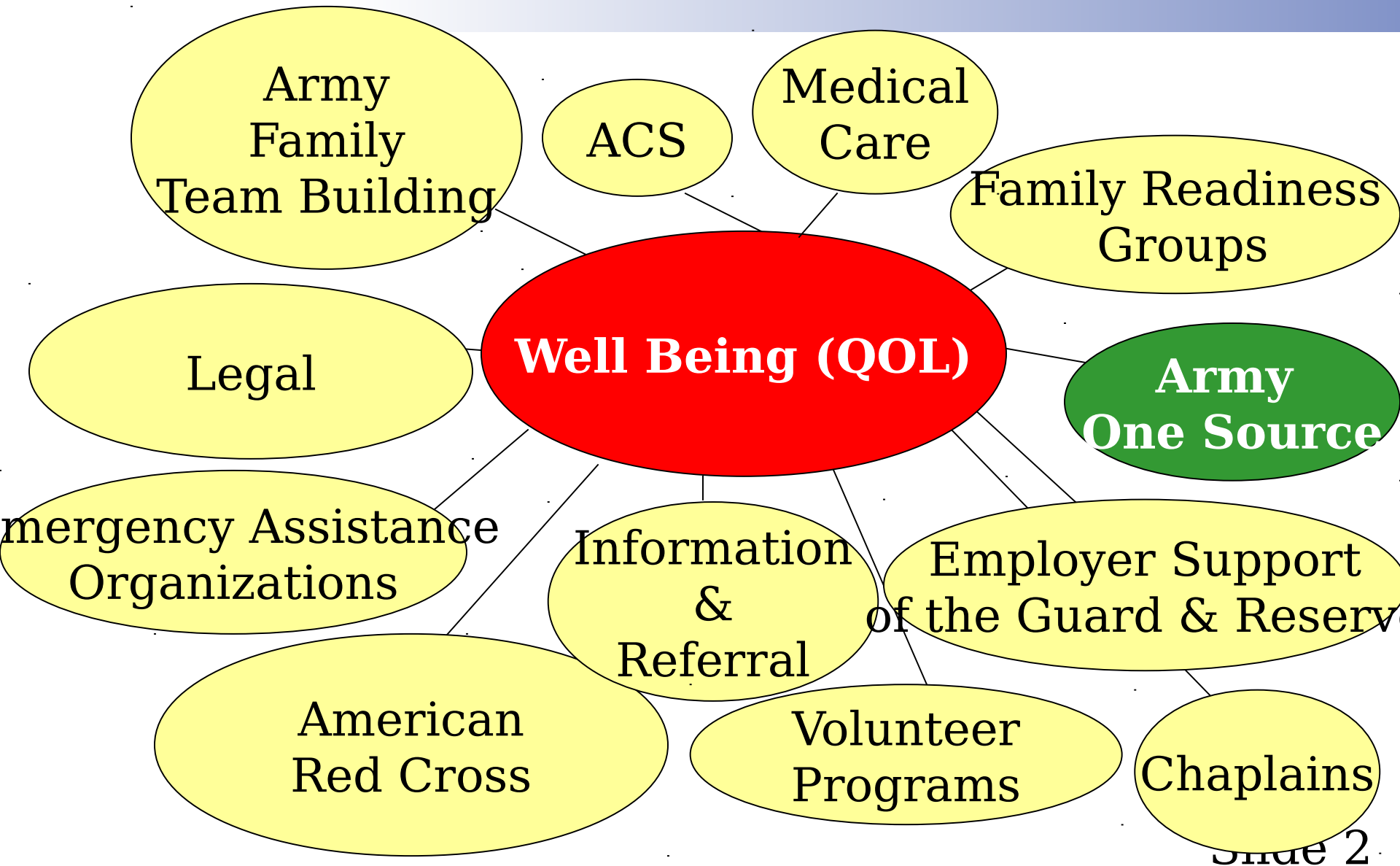
ARMY
One Source

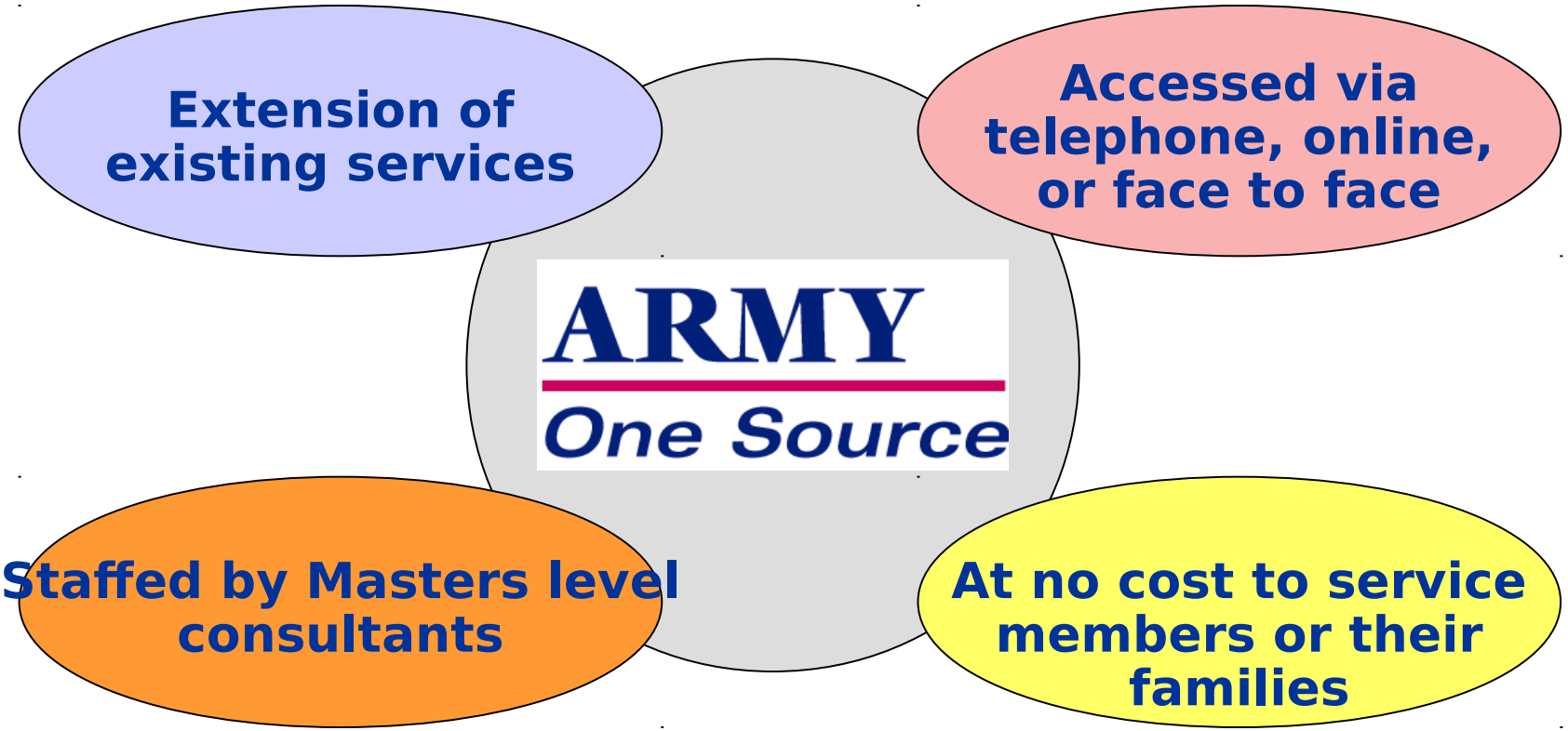
Army One Source

Information Brief

Improving Well Being



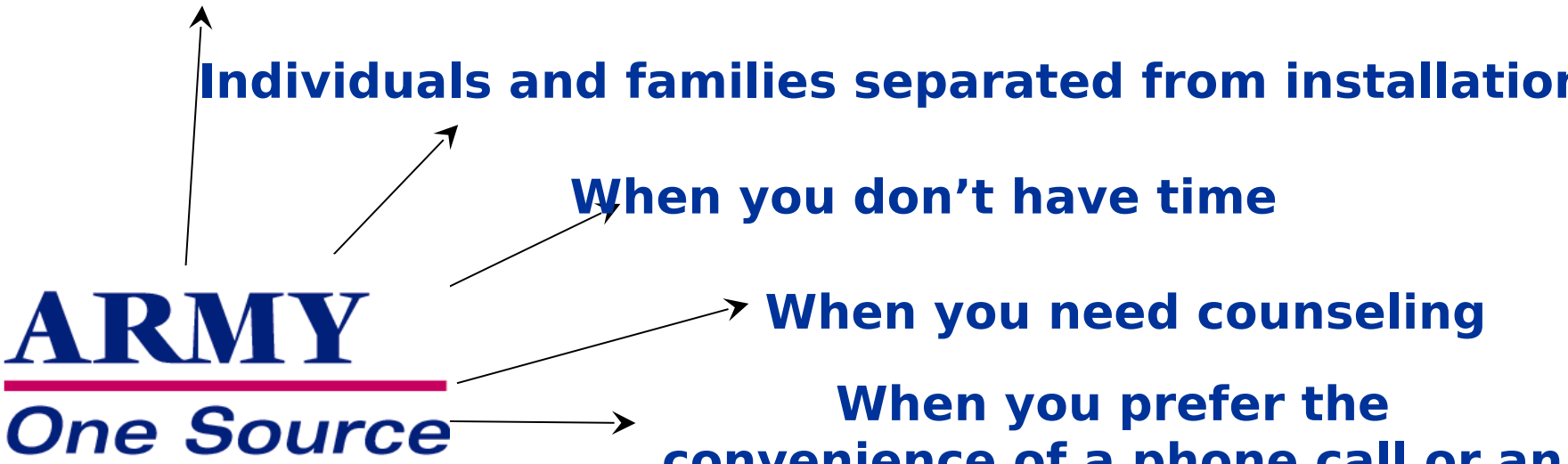
What is Army One Source?


Extension of existing services
Accessed via telephone, online, or face to face
ARMY One Source
Staffed by Masters level consultants
At no cost to service members or their families

“One Source One Stop”

Who is Army One Source for?

Anyone needing support services - anytime


ARMY
One Source
Individuals and families separated from installations
When you don’t have time
When you need counseling
When you prefer the convenience of a phone call or an email

Eligibility & Privacy

- **Eligibility**
  - Active duty, National Guard, Reservists and family members
  - Deployed Civilians and their families
- **Privacy**
  - Army One Source may be used anonymously
  - You will get a privacy statement explaining the limits of confidentiality when you call or when you see a counselor

How the Service Works

Phone
Call toll-free or collect

Research
Our research staff will get you the information you nee

Consultants
Master's level Army One Source Consultants answer phones live
24 hours x 365 days

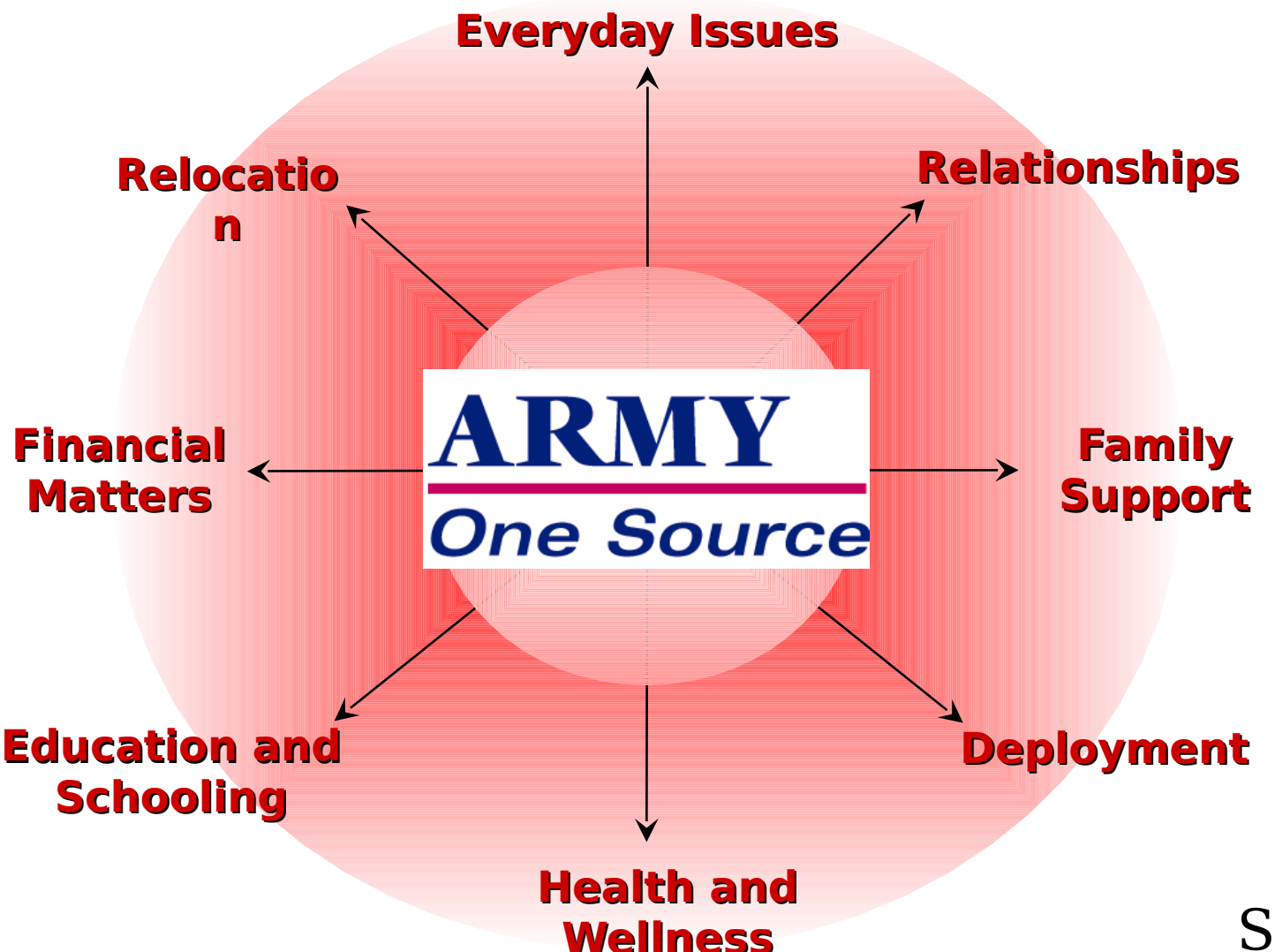
Follow-up
Within 7 days or as mutually agreed upon by by caller and consultant

ARMY One Source

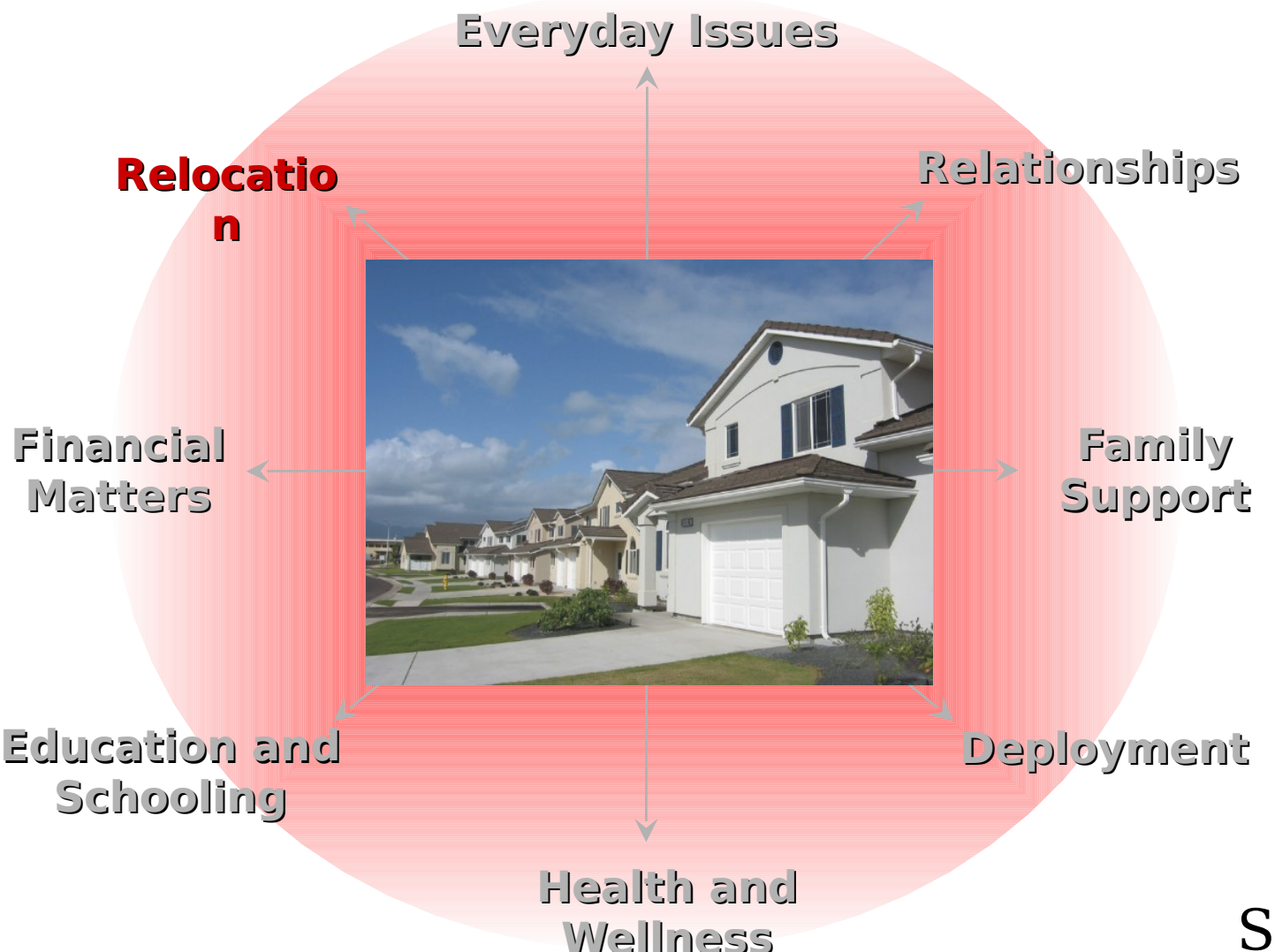
Counseling

- Counseling sessions in your community
- Licensed Masters level counselors
- Short term problem resolution
  - Family issues
  - Adjusting to return from deployment
  - Grief counseling
  - Marital issues
- No charge to Soldiers or family members
- Available after duty hours

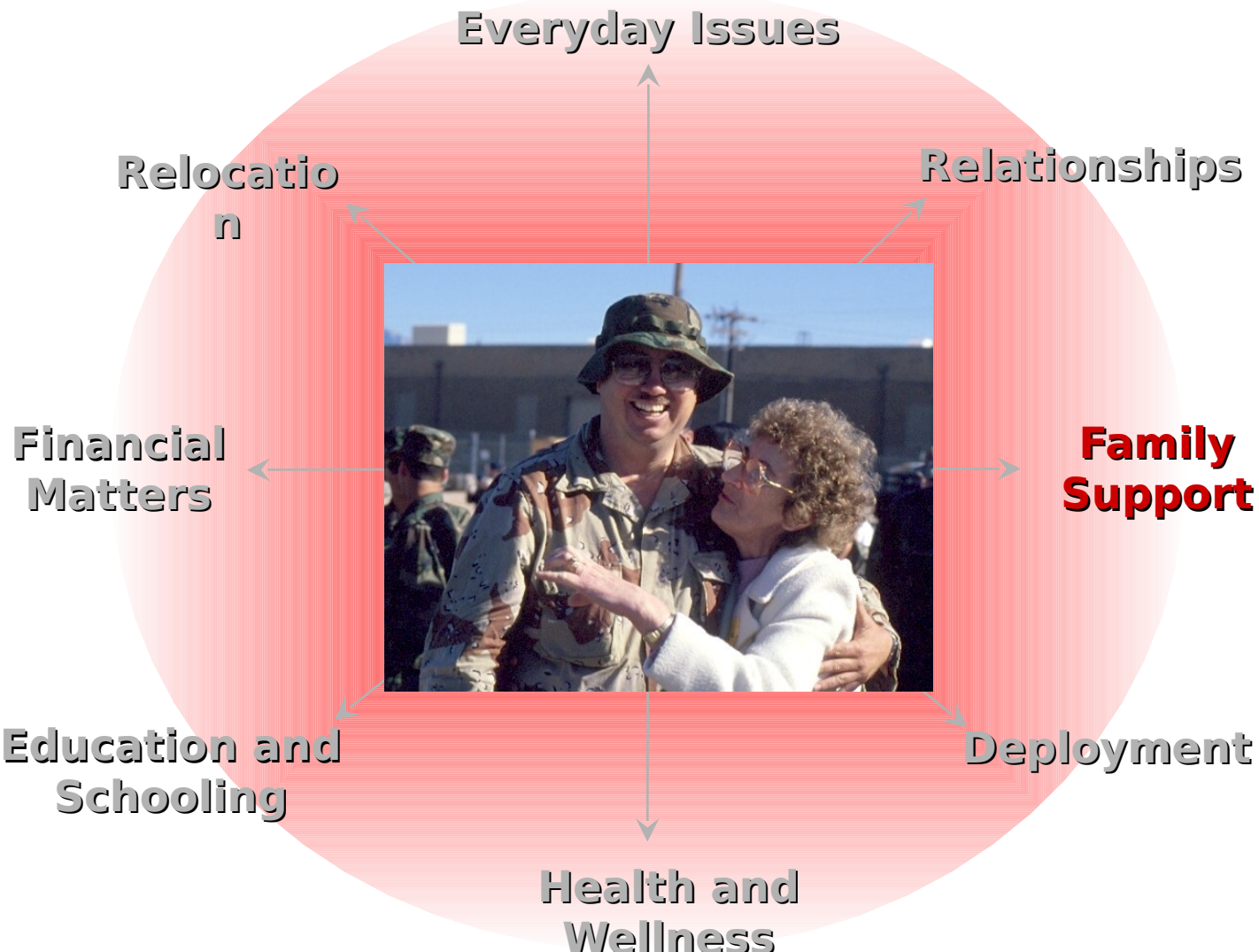
Army One Source SCOPE



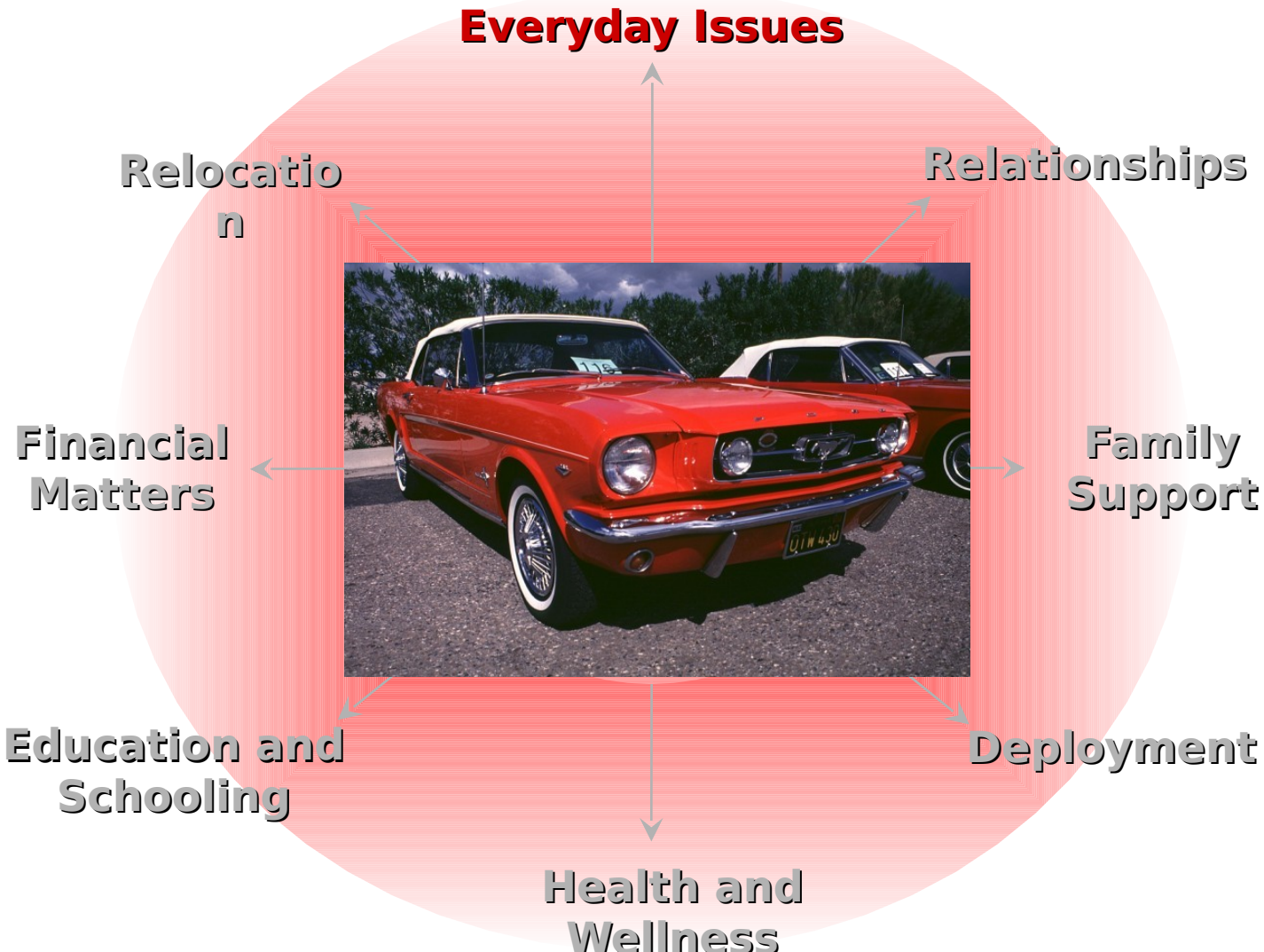
Army One Source SCOPE



Army One Source SCOPE

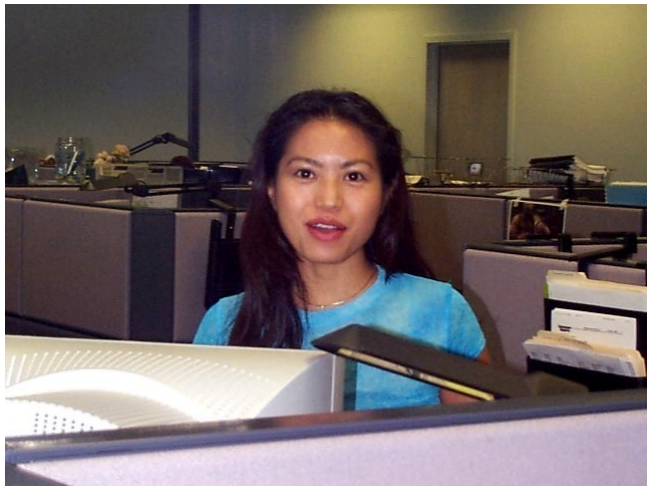


Army One Source SCOPE



Army One Source Consultants

- Masters level consultants at the call center and licensed Masters level counselors in your community
  - Multi-cultural, multi-lingual staff, 140+ languages simultaneously translated
  - TTY/TDD accessible phones
  - armyonesource.com is accessible for low vision users needing assistive technologies (section 508 compliant)



Army One Source Research Team

Let them do the leg work for you

- Dedicated research teams knowledgeable in:
  - Education
  - Child care
  - Elder care
  - Everyday Issues
  - International
  - Military Life

- Customized research to answer your questions

Army One Source Quality Commitment

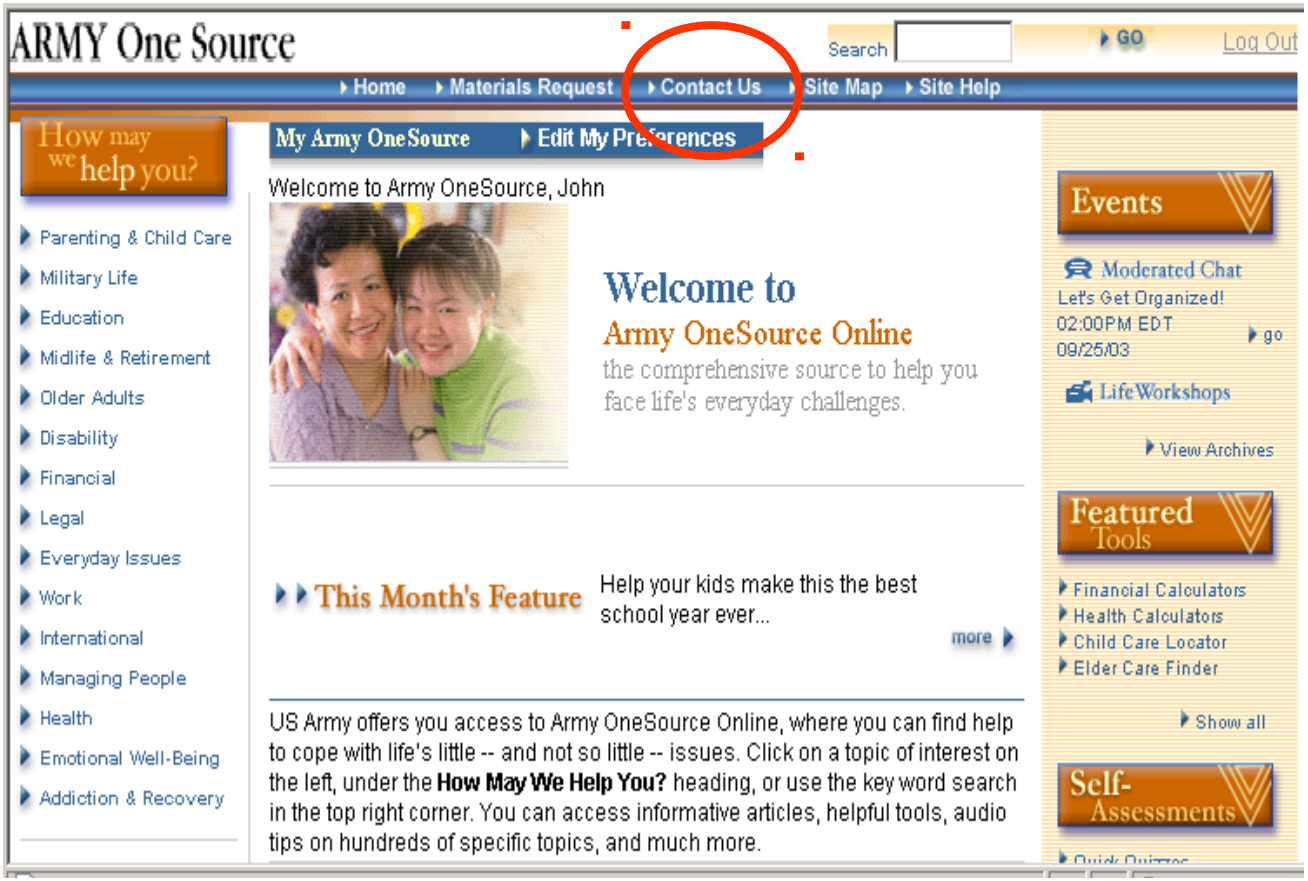
They are committed to the highest quality experience

- Soldiers and eligible participants call us or request information online
- We answer the phones in person 24 x 7 x 365
- We follow-up as mutually agreed upon by caller and consultant
- We assure quality with Customer Satisfaction Surveys
- Ongoing quality assurance meetings with the Army and the contractors

Army One Source ONLINE

Online access:

- URL:
  http://www.armyonesource.com
- User id:
  Army
- Password:
  onesource

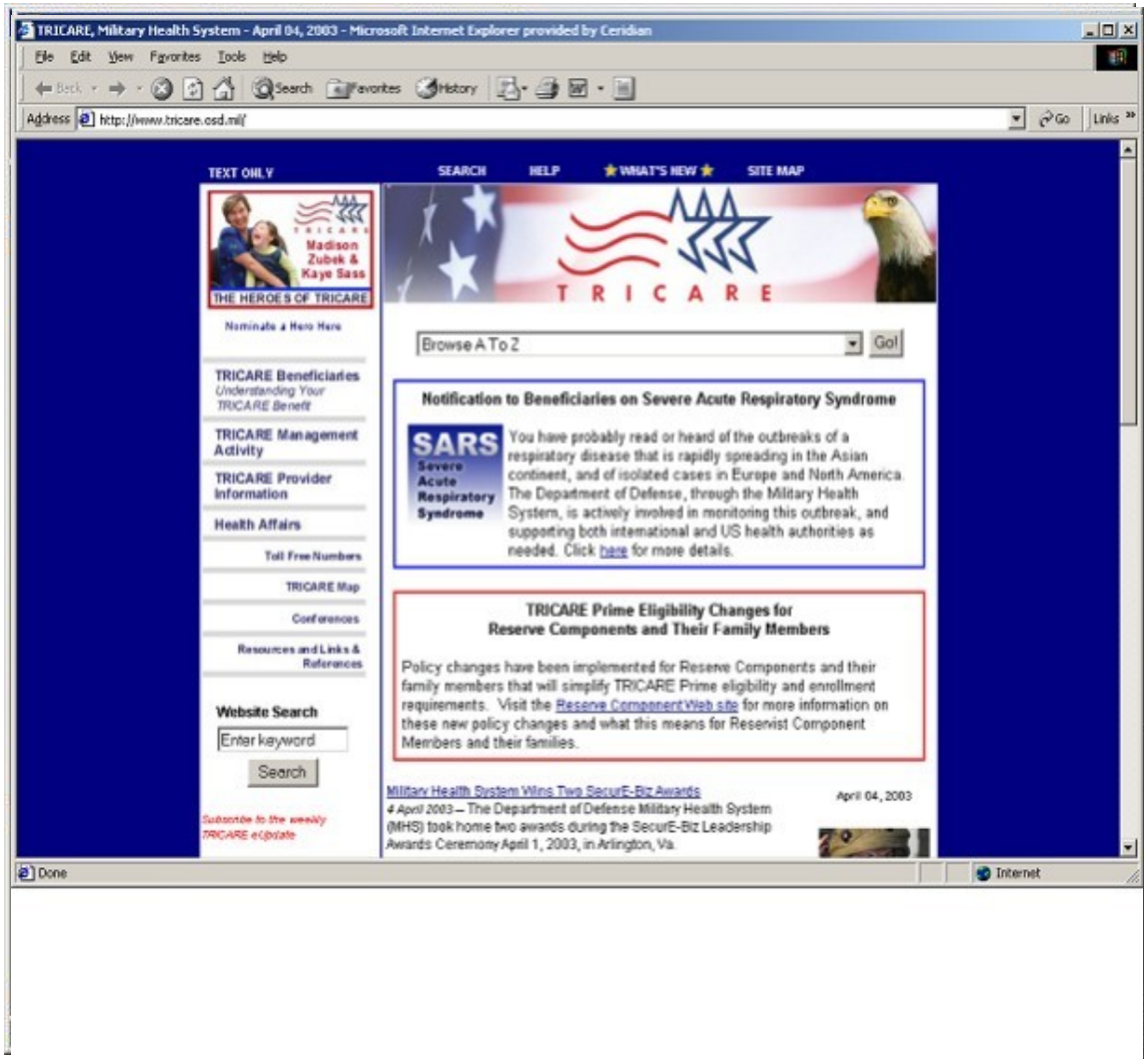


ARMY One Source

Army One Source ONLINE

Online access:

- Life Workshop & Moderated Chat
- Self-Assessment Tool
- Calculators
- Online Locators
- Resource Rooms
- Other Army Resources
- Educational Materials


TRICARE, Military Health System - April 04, 2003 - Microsoft Internet Explorer provided by Ceridian
http://www.tricare.osd.mil/
TEXT ONLY
SEARCH
HELP
WHAT'S NEW
SITE MAP
Madison Zubek & Kaye Sass
THE HEROES OF TRICARE
Nominate a Hero Here
TRICARE Beneficiaries
Understanding Your TRICARE Benefit
TRICARE Management Activity
TRICARE Provider Information
Health Affairs
Toll Free Numbers
TRICARE Map
Conferences
Resources and Links & References
Website Search
Enter keyword
Search
TRICARE
Browse A To Z
Go!
Notification to Beneficiaries on Severe Acute Respiratory Syndrome
SARS
Severe Acute Respiratory Syndrome
You have probably read or heard of the outbreaks of a respiratory disease that is rapidly spreading in the Asian continent, and of isolated cases in Europe and North America. The Department of Defense, through the Military Health System, is actively involved in monitoring this outbreak, and supporting both international and US health authorities as needed. Click here for more details.
TRICARE Prime Eligibility Changes for Reserve Components and Their Family Members
Policy changes have been implemented for Reserve Components and their family members that will simplify TRICARE Prime eligibility and enrollment requirements. Visit the Reserve Component Web site for more information on these new policy changes and what this means for Reservist Component Members and their families.
Military Health System Wins Two SecurE-Biz Awards
April 04, 2003
4 April 2003 – The Department of Defense Military Health System (MHS) took home two awards during the SecurE-Biz Leadership Awards Ceremony April 1, 2003, in Arlington, Va.
Done
Internet

Assistance When You Need It

Someone will always be there to help you

- When you need someone to talk to
- When you're moving to a new town
- When your child won't sleep through the night
- When you and your family need help adjusting to deployment & return cycles

ARMY
One Source

Best in Class Quality of Life Initiatives

USSOCOM
IBM
General Electric
Allstate
USSOUTHCOM
Marine Corps
Humana
Bank of America
Marriott
US Army
Lockheed-Martin
US Bank
Gannett Publishing
J.P. Morgan Chase
Merck
USEUCOM
Eastman Kodak
FDIC
US Air Force
Johnson & Johnson
DuPont
USCENTCOM
US Navy
CitiCorp
Xerox
Deloitte & Touche

Army One Source TELEPHONE ACCESS

- **From the United States**
  1-800-464-8107
- **From: Germany, Italy, England, and the Netherlands**
  Toll-free: 00-800-464-81077
- **From South Korea toll-free:**
  - **Callers with DACOM as their local provider must dial: 002-800-464-81077**
  - **Callers with KT as their local provider must dial: 0078-800-464-81077**
- **Callers who experience any difficulty should call their local operator and ask to make a collect call to: 484-530-5889**

- TTY/TDD
  1-800-346-9188
- En Español
  1-800-375-5971